



# Maxis FastTap User Guide





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# 1. Introduction

## 1.1. Welcome to Maxis FastTap.

Maxis FastTap encompasses the following services which you can enjoy with your NFC\* enabled Nokia 6212 classic mobile phone :-

\* For more details on NFC, refer to Section 1.2

Touch 'n Go	Maybankard Visa payWave on your mobile
Use your mobile at all existing Touch 'n Go points	Download Maybankard Visa payWave directly to your phone
Reload at all existing Touch 'n Go reload points	
View your Touch 'n Go status and balance via the Touch 'n Go mobile application	Use Maybankard Visa payWave on your mobile to pay at any Visa payWave retail outlets nationwide
Reload your Touch 'n Go from your mobile anywhere, anytime – <i>coming soon</i>	

### 1.1.1. FastTap to enjoy Maxis services - Tags, Posters & Accessories

NFC\* tags can be used to store useful information and make it easy for you to find out more about Maxis services, download mobile content or even activate Maxis services via a simple tap on the tag (see diagram below). There are several NFC Tags included in the Nokia 6212 classic mobile phone box for you to try out.

You can also use the same tap action on Maxis FastTap posters to find out more about Maxis services or other information such as special offers. Please look out for Maxis FastTap posters and follow the instructions on the poster.

NFC enabled accessories are also made available at the Maxis Retail outlets.



*\* For more details on NFC, refer to Section 1.2*

## 1.2. What is NFC technology?

Near Field Communications (NFC) is a new, short-range wireless connectivity technology that simplifies the way consumer devices interact with one another, making it easy to receive and share information and even make fast and secure payments.

Mobile phones with NFC capabilities can be used in the same way as physical contactless cards with existing payment services such as Visa payWave and Touch 'n Go.

The NFC enabled Nokia 6212 classic mobile phone has a built-in NFC antenna to communicate with other contactless devices and contactless readers, and also contains an embedded secure computer chip, which stores payment applications such as Visa payWave and Touch 'n Go.

An introduction to NFC is also available in the Nokia 6212 classic mobile phone user guide.

## 1.3. Getting Started

### 1.3.1. Activate 3G

The Maxis FastTap service requires applications to be downloaded to your Nokia 6212 classic mobile phone via the Maxis network. If you have not already activated Maxis 3G, type \*136# and click "Send" to activate now.

### 1.3.2. Nokia 6212 classic mobile phone settings for Maxis FastTap

To optimise your Maxis FastTap service, please ensure that your Nokia 6212 classic mobile phone is configured as follows:-

#### ***Date & Time Settings***

Go to Menu > Settings > Date and time

- o Configure the mobile phone date to today's date

#### ***Mobile Data Settings***

Your Nokia 6212 classic mobile phone has pre-configured Mobile Data settings, however if you are experiencing difficulties in downloading, please check that the settings are configured as per below. If the settings differ, you can request your settings again via [www.maxis.com.my](http://www.maxis.com.my)

Go to Menu > Settings > Configuration

1. Check "Maxis 3G" for Default configuration setting
2. Check "Maxis 3G WAP" for Preferred access point

*Note: If you are experiencing application download errors, Date & Time settings and/or Mobile Data Settings may not have been configured correctly.*

## ***NFC Settings (Optional)***

Go to Menu > NFC > NFC Settings

There are several NFC settings in the Nokia 6212 classic mobile phone as described below:

### **1. NFC On/Off**

This option allows you to control the NFC antenna embedded within your Nokia 6212 classic mobile phone.

- o If you select "On", your mobile phone will detect and communicate with any other NFC device or reader in close proximity (e.g. Touch 'n Go or Visa payWave touch points).
- o If you select "Off", the NFC functionality will be switched off and you will need to set it to "On" manually each time you want to use any Maxis FastTap services.

*Tip: Select "On" to make sure your phone is always ready to use Maxis FastTap.*

### **2. Content Sharing**

This option allows you to control settings between your Nokia 6212 classic mobile phone and other NFC devices in the event you want to share information such as contacts etc.

- o If you select "Quick" you can instantly share content with other NFC devices without asking for confirmation.



- o If you select "By confirmation", you will be prompted for confirmation each time you want to share content with other NFC devices.
- o If you select "Not available", the function will be turned off and you will need to go to this menu to manually configure each time you want to share content.

*Tip: Select "On" to make sure your phone is always ready to use Maxis FastTap.*

### **3. Cards Availability**

This option allows you to control the Maxis FastTap payment services on your Nokia 6212 classic mobile phone, such as Touch 'n Go and/or Maybankard Visa payWave on your mobile.

- o If you select "Always" - your Maxis FastTap services such as Maybankard Visa payWave on your mobile or Touch'n Go will always be "available". This means each time you tap an NFC reader to pay, it will instantly be processed by the appropriate payment application.
- o If you select "By confirmation", you will be prompted to confirm each time you tap on an NFC reader before your transaction can be processed.

- o If you select “With password”, you can secure your Maxis FastTap service with a 4-digit password and you will be prompted to enter your password each time you tap your phone on an NFC reader before your transaction can be processed.

*Tip: Select “Always” if you want your phone to be instantly ready when you want to pay using Touch ‘n Go or Maybankard Visa payWave on your mobile.*

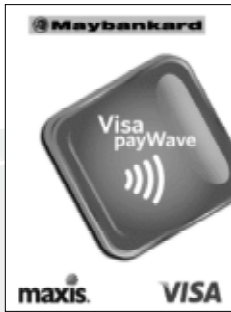
## 1.4. Preloaded Mobile Applications

Your Nokia 6212 classic mobile phone comes with preloaded applications and mobile content ready for you to use:-



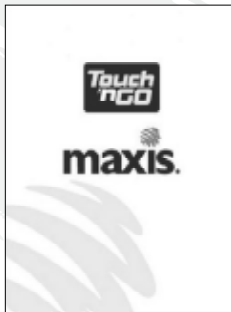
### 1. myMAXIS Application

- o Single interface for purchasing mobile content downloads - Music, Games, Maxis TV, Traffic Check and links to other hot external websites.
- o Access to details on your Maxis postpaid account
- o Free mobile downloads - 7 Free Wallpapers and 2 Free Full Songs



## 2. Maybankard Visa payWave Mobile Application

For customers who have downloaded their Maybankard Visa payWave credit card on to their mobile phone, this application allows you to manage how the payment feature is accessed.



## 3. Touch 'n Go Mobile Application

This application allows you to check the balance of your Touch 'n Go on your mobile phone.

## 2. Maybankard Visa payWave on your mobile with Maxis FastTap

### 2.1. Overview

You can now download a Maybankard Visa payWave credit card into your Nokia 6212 classic mobile phone. Your phone can then become a supplementary device to your physical Maybankard Visa payWave credit card. If you have not yet applied for Maybankard Visa payWave on your mobile, please refer to Section 2.2 below.



To use your Maybankard Visa payWave on your mobile to make a payment, simply tap your mobile phone against any Visa payWave contactless reader. Visa payWave on your mobile works exactly the same way as a Visa payWave credit card. No signature is required on the receipt and you can make payments up to <sup>RM</sup>150 per transaction.

## 2.2. Benefits of Maybankard Visa payWave on your mobile

### Annual Fee Waiver – “Free For life”

- o No annual fee will be charged for your Maybankard Visa payWave credit card on your mobile.

### Make contactless payments using Visa payWave on your mobile

- o Make speedier purchases at participating Visa payWave retail outlets.

### Maybankard Auto Paybills

- o Bills can be automatically charged to your Maybankard Visa payWave on your mobile account, giving you the convenience of paying your bills on time.

### Earn TreatsPoints

- o Earn 1 TreatsPoints for every <sup>RM</sup>1 spent.
- o During promotional period (May - August 2009) earn: 5X TreatsPoints for every <sup>RM</sup>1 spent.

### TreatsPoints HotSpot

- o Use your TreatsPoints to redeem gifts on-the-spot at over 500 HotSpot locations nationwide.

### Visa payWave Monthly Promotions

- o Look out for special monthly offers at selected Visa payWave retail outlets.

Top Maybankard Visa payWave retail outlets:-

**Carrefour**

**Parkson**

**Watsons**

**Baskin Robbins**

**Hush Puppies**

**KLIA Express Rail Link**

**Nando's**

**Toy City**

**The Body Shop**

**Jusco** (selected outlets only)

**O'Briens** (all outlets except 1Utama)

**Focus Point**

*Note: Maybankard Visa payWave on your mobile can be used at all Visa payWave retail outlets in Malaysia.*

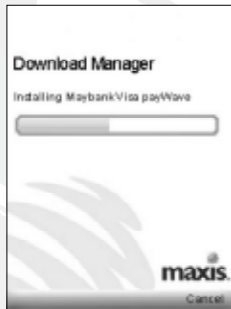
### **2.3. How to download Maybankard Visa payWave to your mobile**

To download Maybankard Visa payWave to your mobile, you first need to complete the credit card approval process described on the next page.

If you have already completed the application process, your Maybankard Visa payWave on your mobile account will be downloaded to your Nokia 6212 classic mobile phone as described on the next page.

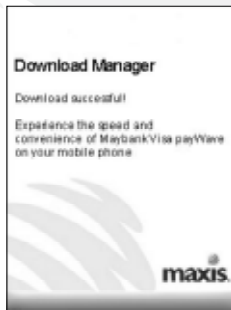
### 2.3.1. Downloading Maybankard Visa payWave on your mobile

Upon credit card application approval from Maybank, your Maybankard Visa payWave account details will be automatically delivered over the Maxis data network and stored in your Nokia 6212 classic mobile phone.



During the download process, you will see the following on your Nokia 6212 classic mobile phone.

*Note: You must ensure that you do not interrupt the download process until it is complete.*



Upon completion of the download process, you will be prompted to configure settings for your Maybankard Visa payWave mobile application to determine how the application manages access to payment feature.

*Note: You can change these settings at a later time by selecting "Preferences" from the main menu of the Maybankard Visa payWave mobile application.*

You will be required to confirm the following settings :

### **Password**

- Choose “Yes” or “No”.
- If you select “Yes”, you will be asked to create a 6 digit password. You will then be asked to re-enter your chosen password to reconfirm. This password will then be required each time you access your Maybankard Visa payWave mobile application.
- If you select “No”, your Maybankard Visa payWave mobile application can be run without requiring a password.

### **Always On**

- Choose “Yes” or “No”.
- If you select “Yes”, you can just tap your Nokia 6212 classic mobile phone on a Visa payWave reader and your transaction will be processed without requiring confirmation.
- If you select “No”, you will need to open your Maybankard Visa payWave mobile application and select the option “pay” each time you want to use your phone to pay at a Visa payWave reader.

*Tip: For added security, select “Yes” for **Password** and “No” for **Always On**. Then each time you need to make a payment, you should open the Maybankard Visa payWave mobile application, key in your password and select “Pay” before tapping your phone on the Visa payWave reader.*



### 2.3.2. Credit Card Application Process & Eligibility Criteria

For existing Maybankard credit card holders, it's really simple - just complete a copy of the Maybankard Visa payWave application form at participating Maxis Centres and our customer service consultants will help facilitate your submission to Maybank.

For non-Maybankard credit card holders – Please complete the Maybankard Visa payWave application form and provide the required supporting documentation outlined below:-

- o Copy of NRIC (both sides) or Passport, including that of supplementary applicant's
- o Latest Income Tax Return (J Form)
- o Latest 2 months' salary slips
- o Latest 3 months' savings account activity/current account statements

**If you are self-employed:**

- o Copies of Business Registration
- o Latest 3 months' Bank Statements

**If you are an expatriate:**

- o Letter from employer confirming duration of employment contract in Malaysia

*Note: You must be an existing Maybank bank account holder*

## If you are an existing credit card holder from another bank

- o Copy of NRIC (both sides) or Passport, including that of supplementary applicant's
- o Copy of Credit/Charge card (both sides)
- o Copy of latest card statement

*Note: Application for this service is restricted to any Malaysian or expatriate with a minimum annual income of RM30,000, above the age of 21 years old.*

## 2.4. How to access the Maybankard Visa payWave mobile application

To access the application please follow the steps below:

1. Go to Menu > Apps > Collection
2. Select the Maybankard Visa payWave mobile application by clicking on the Maybank icon.



## 2.5. How to use the Nokia 6212 classic mobile phone for credit card payments at Visa payWave retail outlets

Using Maybankard Visa payWave on your mobile to pay at a Visa payWave retail outlet is simple.

1. Firstly, inform the cashier that you wish to pay with Visa payWave.
2. After the Visa payWave reader displays "Present Card", tap your phone on the reader.
3. After the Visa payWave reader displays "Remove Card", remove your phone from the reader.
4. The transaction is complete after the Visa payWave reader displays "Transaction Completed".

The cashier will hand you a receipt which you do not need to sign.

*Note: If you have configured your Nokia 6212 classic mobile phone NFC settings to "Off" and/or Maybankard Visa payWave mobile application settings on your mobile to prompt for confirmation before payment, you will need to complete the confirmation steps prior to your payment transaction being processed.  
(Refer to section 1.3)*

## 3. Touch 'n Go on Maxis FastTap

### 3.1. Overview

You can now use the Nokia 6212 classic mobile phone in the same way as a Touch 'n Go card at any Touch 'n Go points nationwide.

All Nokia 6212 classic mobile phones purchased from Maxis are ready with the Touch 'n Go service. You can also reload your Touch 'n Go on your mobile phone at any existing Touch 'n Go reload points.

*Note: Maxis will provide Touch 'n Go Sdn Bhd with registration details required for customer registration purposes and facilitate any future card management requests.*

### 3.2. Where to use Touch 'n Go on the Nokia 6212 classic mobile phone

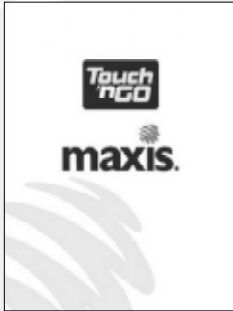
You can use your Touch 'n Go on your mobile phone at any Touch 'n Go points nationwide.

Touch 'n Go can be used at the following locations:

- Tolls nationwide
- RapidKL LRT – Ampang Line & Kelana Jaya Lines
- RapidKL Buses
- KTM Komuter
- KL Monorail
- Selected parking lots
- Selected retail outlets

### 3.3. How to access the Touch 'n Go mobile application

To access the application please follow the steps below:



1. Go to Menu > Apps > Collection
2. Select the Touch 'n Go application by clicking on the Touch 'n Go icon



The following picture shows the Touch 'n Go application menu options:-

1. Select "Card Details" to view your Touch 'n Go balance, expiry date, status, and serial number.
2. Select "Last Reload Details" to view your last reload date, reload amount and balance after reload.
3. Select "Help" to contact Touch 'n Go Careline Centre for any Touch 'n Go related enquiries.

### 3.4. How to use the Nokia 6212 classic mobile phone at Touch 'n Go points



All you need to do is tap your mobile phone at any Touch 'n Go reader. The display on the terminal will state your Touch 'n Go balance.

#### 3.4.1. Useful Tips when using Touch 'n Go

- o Please ensure that you have sufficient balance on the Touch 'n Go in your Nokia 6212 classic mobile phone at all times.
- o Touch 'n Go fees (e.g. LRT ticket fare; parking fees; toll fees etc.) will be deducted from your Touch 'n Go and your balance will be displayed at the Fare Indicator.
- o For every Touch 'n Go transaction, you need to 'touch in' by tapping your mobile phone on a Touch 'n Go reader upon entry (e.g. toll lane, parking lot, LRT). You will subsequently need to 'touch out' by tapping the same mobile phone on a Touch 'n Go reader again to exit (e.g. toll lane, parking lot, LRT). There will usually be a 'beep' sound to notify you when you can proceed. A maximum fare and / or surcharge will be imposed if you do not 'touch in' and 'touch out' using the same mobile phone.

*Note for toll lanes: If you take a transit ticket upon entry and use Touch 'n Go on your Nokia 6212 classic mobile phone to pay upon exit, a maximum fare will be imposed by Touch 'n Go.*

## 3.5. Where to reload Touch 'n Go balance on the Nokia 6212 classic mobile phone

You can reload Touch 'n Go on the Nokia 6212 classic mobile phone at all existing Touch 'n Go reload points nationwide listed below.

*Note: Touch 'n Go Reload Fees may vary according to the reload points.*

### Touch 'n Go reload points nationwide:

- 1. Touch 'n Go Hubs** Faber Towers, Taman Desa, KL Sentral City Air Terminal, Plaza Tol Tambak Johor (CIQ)
- 2. Highway Sales & Customer Service Counters**
  - PLUS Expressways (PLUS)** Jitra, Alor Setar Utara, Pendang, Sg Petani Selatan, Sg Dua, Juru, Bukit Tambun Selatan, Jawi, Taiping Utara, Kuala Kangsar, Jelapang, Ipoh Selatan, Tapah, Bidor, Jalan Duta, Sg Besi, Batu Tiga, Sg Rasau, Damansara, Subang, Kota Damansara, Setia Alam, Kajang, Bandar Baru Nilai, Senawang, Ayer Keroh, Yong Peng Utara, Ayer Itam, Skudai, Kempas
  - Central Link Expressway (ELITE)** USJ, Seafield, KLIA
  - Seremban** Port Dickson Highway, Mambau
  - Metramac Highways** KL East-West Link (Cheras Bound)
  - Penang Bridge Sdn Bhd (PBSB)** Penang Bridge
  - Malaysia-Singapore Second Crossing (LINKEDUA)** Taman Perling

KL-Ampang Elevated Highway (PROLINTAS)	Dato' Keramat
New Pantai Expressway (NPE)	Pantai Dalam, PJS 2, PJS 5
SILK Highway	Sg. Balak
East Coast Expressway (ECE)	Kuantan, Temerloh (reload only), Karak (reload only)
Lingkar Luar Butterworth (BORR)	Bagan Ajam
Butterworth Kulim Expressway	Kubang Semang
Lebuhraya Kajang-Seremban	Kajang Selatan

### 3. Public Transport Sales & Customer Service Counters

PUTRA Light Rail Transit	Kelana Jaya, Terminal Putra-Gombak, Masjid Jamek, KL Sentral, KLCC, Wangsa Maju, Taman Jaya, Kerinchi, Bangsar, Dang Wangi, Ampang Park, Setiawangsa
STAR Light Rail Transit	Bandar Tasik Selatan, Masjid Jamek, Ampang, Sri Petaling
KTM Komuter	KL Sentral
Car Park	KLIA, LCCT (Sepang)

### 4. Touch 'n Go Reload Lanes – On Highways

PLUS Expressways (PLUS)	Sg Dua (entry), Juru (entry), Ipoh Selatan (entry), Rawang (exit), Sg Buloh OBR (south bound), Jalan Duta (entry), Damansara (entry), Subang (exit), Bukit Raja (entry), Batu Tiga (Klang bound), Sg Rasau (Klang bound), Sg Besi (entry), UPM (exit), Kajang (entry), Port Dickson Selatan (exit), Simpang Ampat (entry), Senai Utara (entry), Skudai (entry), Kempas
Central Link Expressway (ELITE)	Seafield, Shah Alam
Penang Bridge Sdn Bhd (PBSB)	Penang Bridge



Malaysia-Singapore  
Second Crossing (LINKEDUA) Tanjung Kupang (Malaysia Bound), Lima Kedai (Singapore Bound)

KL-Ampang Elevated Highway  
(PROLINTAS) Dato' Keramat

Guthrie Corridor Expressway  
(GCE) Bukit Jelutong

## 5. Other Reload Outlets

PETRONAS Stations At participating outlets only

TMPoint At participating outlets only

E-Print Kiosk **Deromp Media (M) Sdn Bhd,**  
Lot G30, Giant Kinrara, Lot 449, Jalan BK 5A/1,  
Bandar Kinrara, 47100 Puchong, Selangor

**Deromp Media (M) Sdn Bhd,**  
Bangsar Village, Lower Ground West Wing, No. 1, Jalan Telawi 1,  
Bangsar Baru, 59100 Kuala Lumpur

Bukit Merah Laketown Resort Jalan Bukit Merah, Semanggol, Perak

Express Shop Restoran Jejantas / Overhead Bridges (OBR) Ayer Keroh

## 6. Bank Reload Outlets

ATM Reload Maybank Malaysia (more than 1,000 ATMs nationwide), CIMB (more than 300 ATMs nationwide), Bank Muamalat (16 ATMs at major cities), RHB (100 ATMs nationwide), PBB (more than 40 ATMs nationwide), AmBank (more than 50 ATMs nationwide)

Cash Deposit Machine (CDM) AmBank (more than 50 CDMs at major cities)

### 3.6. How to reload Touch 'n Go on the Nokia 6212 classic mobile phone

At Touch 'n Go Sales Counters / Reload lanes, please follow these steps:

- o Bring your Nokia 6212 classic mobile phone to any Touch 'n Go Sales Counter or designated reload lane.
- o Inform the Customer Service Assistant the required reload value e.g. <sup>RM</sup>20, <sup>RM</sup>35, <sup>RM</sup>50, <sup>RM</sup>100, <sup>RM</sup>150, <sup>RM</sup>200 or <sup>RM</sup>500. Note: Only cash is accepted except at selected counters.
- o Your Touch 'n Go on your Nokia 6212 classic mobile phone will be reloaded and returned immediately.
- o Please keep the reload receipt for future reference.

At ATMs, please follow these steps:

- o Bring your Nokia 6212 classic mobile phone and ATM card.
- o Follow the instructions displayed on the ATM screen.
- o Please keep the reload receipt for future reference.

*Note: Touch 'n Go Reload Fees may vary according to the reload points.*

## 4. Maxis FastTap Frequently Asked Questions

**Q1 I do not have a Maybankard Visa payWave credit card, can I still use the Maxis FastTap service?**

Yes – Plus when you buy the Nokia 6212 classic mobile phone, Touch'n Go is also available. You can also use Maxis FastTap to communicate with Maxis FastTap posters available at selected Maxis Centres or NFC tags or use NFC to share content with other NFC devices.

**Q2 How secure is this service?**

Mobile Visa payWave payments benefit from the same underlying security because the underlying technology is the same as regular Visa payments made with a card. For Touch 'n Go, the same standards as the existing Touch 'n Go transit e-purse contactless card service apply.

**Q3 Where can I use this service?**

Once you have configured your phone with Maybankard Visa payWave and Touch'n Go card, you can use it at existing Visa payWave retail outlets and Touch'n Go touch points in Malaysia.

**Q4 Where can I reload my Touch 'n Go?**

You can reload your Touch'n Go at all existing Touch'n Go reload points. For example LRT stations, petrol kiosks, convenience stores, ATM machines. (Refer to Section 3.5 for complete list)

**Q5 Will my credit card transactions be charged to my Maxis bill?**

No, all Visa payWave transactions will appear in your Maybankard monthly credit card statement as per all transactions with your physical credit cards. All credit limits etc. associated with your Maybankard Visa payWave credit card account will also apply.

**Q6 Can the mobile phone perform normal mobile phone functions?**

Yes, the Nokia 6212 classic mobile phone supports 3G and is able to carry out functions such as phone calls, SMS, MMS, GPRS/3G, etc. Please refer to the Nokia 6212 classic User Guide for more information.

**Q7 I am having difficulty downloading NFC applications onto my mobile phone.**

Please ensure that your phone settings are properly configured. For recommended phone settings configurations, please refer to Section 1.3 (Getting Started)

**Q8 I have lost my phone, what do I need to do?**

Please call Maxis Customer Services at 1 800 821 123 to deactivate your Maxis mobile service and also the Maxis FastTap service. You will also need to contact Maybank and Touch 'n Go immediately to deactivate or cancel Maybankard mobile and Touch 'n Go respectively.

*Note: You only need to deactivate your Touch 'n Go if you wish to claim any remaining balance.*

**Q9 I have found some discrepancies in my credit card statement, who should I call?**

You should call Maybank for all Maybankard Visa payWave credit card related enquiries at 1300 88 66 88.

**Q10 What will happen if I unsubscribe for the Maxis FastTap service or terminate my Maxis line?**

If you terminate the Maxis FastTap service or your Maxis mobile line, all existing Maxis FastTap services that you may have activated on your Nokia 6212 classic mobile phone will also be terminated (ie. Touch 'n Go and/or Maybankard Visa payWave on your mobile).

**Q11 Will my balance in Touch 'n Go be refunded if I cancel the Maxis FastTap service? How do I claim it back?**

Yes it is possible to claim any remaining balance by contacting Touch 'n Go at 03 76285115 and following their claim process.

**Q12 How should I configure my phone settings to ensure I experience the fastest NFC transaction process?**

Refer to Section 1.3.2. for a detailed explanation on configuration options for NFC settings.

## 5. Terms and Conditions

### Maxis Mobile Services Sdn Bhd for Maxis FastTap Service

1. Purchase of the Nokia 6212 classic mobile phone from Maxis Centres does not guarantee approval of Participant's application for Maybankard Visa payWave credit cards. Maxis Centre consultants will facilitate Participant's application for Maybankard Visa payWave on their mobile, in respect of which Maxis shall not be responsible for the application status results. Maxis may add to, vary, its FastTap Services partner (i.e. Maybank and Touch 'n Go) ("Partner") as and when deemed necessary by Maxis. Partner shall refer to any such additional or varying of Partner.
2. If a mobile phone is lost or stolen, customers are required to contact Maxis Customer Services immediately to suspend their line, and are responsible for contacting the Partner directly (whichever is applicable) to suspend the Participant's accounts with the said respective parties.
3. In addition to Personal Information provision in the Principal Term and Conditions, the Participant hereby acknowledges that the Participant's personal details such as name, mobile number, NRIC will be provided to the Partner for user registration purposes. The Participant expressly consents that Maxis may use such details which are necessary or related to Maxis' provision of the FastTap Services to the Participant.
4. Deactivation of the FastTap Services, Service and/or Participant's Maxis postpaid account will result in deactivation of all the applications residing in the Mobile phone. Customers are responsible for informing Maybank and/or Touch'N Go for the purpose of deactivating respective services with Maybank and/or Touch 'n Go, as the case may be, upon deactivation of the FastTap Services, Service and/or Participant's Maxis postpaid account with Maxis.
5. FastTap Services transactions conducted with the Mobile phone (i.e. Maybankard Visa payWave contactless payments on your mobile, Touch 'n Go transactions and reloads etc) are the responsibility of the Participant and Maxis shall not be held liable for any loss and/or damage suffered by the Participant as a result of using the mobile phone and/or the FastTap Services.
6. Maxis reserves the right, without any liability, to change, vary, add, amend any of these terms and conditions without prior notice. Maxis has the right to make changes and remove the FastTap Services offers at any point in time and Maxis shall not be liable to the Participant and/or any party for any loss and/or damage of whatsoever nature suffered in relation to acceptance or non-acceptance of the FastTap Services offers.
7. Maxis shall not be liable in the event that any Partner modifies, suspends or withdraws their service to the Participant under this FastTap Services or for any loss and/or damages suffered by the Participant or any other party as a result thereof. Any disputes the Participant may have concerning a Partner must be addressed directly with the Partner.

# Touch 'n Go Sdn Bhd (TNGSB) for Touch 'n Go on the Nokia 6212 classic Mobile Phone

## NFC General

1. TNGSB shall maintain your personal details provided as private and confidential unless such information is necessary to be disclosed if required so for the purpose of provisions of services to you.
2. TNGSB is under no obligation to replace or compensate you for your lost, stolen, damaged, faulty, cloned and/or any unauthorised Reload.
3. TNGSB and/or the Service Providers shall not honour any unauthorised use of the Touch 'n Go application and it shall be invalidated by TNGSB.
4. TNGSB shall not refund the Deposit (if any) and the remaining Credit Value on cloned and invalidated transactions.
5. You are entitled to use the Touch 'n Go application for Services at any of the authorized Service Providers and Point-of-Sales based on the remaining Credit Value of your Touch 'n Go.
6. TNGSB shall not be liable for any act, refusal and/or omission by Service Providers to accept the Touch 'n Go transactions nor shall TNGSB be liable for any defect or deficiency in any of the Services provided by the Service Providers.

## Lost and Stolen

1. For lost or stolen mobile phone, the Touch 'n Go application can be invalidated when you notify TNGSB by telephone, followed by letter (mail/fax/email), provided that the last transaction occurred on or within three (3) months prior to the report of lost Nokia 6212 classic mobile phone.
2. TNGSB will proceed with refunding the Credit Value (less any applicable fees) within thirty (30) days after receiving a written notification from you.
3. TNGSB has the right to charge <sup>RM</sup>10.00 for refund of the lost Touch 'n Go application in Nokia 6212 classic mobile phone by deducting the amount (and any other fees applicable) from the Credit Value of the lost or stolen Card.
4. TNGSB has the right not to entertain any claims of lost or stolen Nokia 6212 classic mobile phone if the information given by you is deemed incomplete.

## Inactive Touch 'n Go

1. If there is no Touch 'n Go transaction for a period of twelve (12) consecutive months, the Touch 'n Go application shall be deactivated by TNGSB. The facility can no longer be used unless it is reactivated.
2. TNGSB shall levy an administrative Deactivation Fee of Ringgit Malaysia Five only (RM5) upon deactivation. This Deactivation Fee shall be deducted from the Credit Value of your Touch 'n Go in NFC mobile phone
3. TNGSB shall levy a Maintenance Fee of Ringgit Malaysia Five only (RM5) at every six (6) monthly intervals from the date your Touch 'n Go application deemed as Inactive by TNGSB. This Maintenance Fee shall be deducted from the Credit Value of your Inactive Touch 'n Go.
4. TNGSB will invalidate the Touch 'n Go application within twenty four (24) hours upon receiving the notification and you will remain liable for all loss and damage incurred by TNGSB in relation to the Touch 'n Go application including all costs associated with its unauthorised use.
5. TNGSB will proceed with refunding the Credit Value (less any applicable fees) within thirty (30) days after receiving a written notification from you.

## Termination

1. You may at any time request to terminate the service and TNGSB will discontinue the use of the Services. TNGSB shall at its sole discretion determine the condition of the Service Termination and will refund the Deposit (if applicable) and any remaining Credit Value to you within thirty (30) days upon termination less a Processing Fee of Ringgit Malaysia Five only (RM5.00).
2. TNGSB reserves the right, at its sole and absolute discretion, without incurring any liability in whatsoever form and manner, not to prompt or remind you before the Touch 'n Go expiry to invalidate, cancel and/or terminate the Service or to suspend and/or restrict the usage of the Service at any given time, without having to give notice or assign any reason whatsoever to you.

## Terms

1. TNGSB reserves the right at its absolute discretion, from time to time, to vary, add to or otherwise amend these Terms and Conditions or any part thereof including without limitation the Services. Your continued use of the Services after the effective date of any variation, addition or amendments to the Terms and Conditions shall constitute unconditional acceptance of such variations, additions or amendments by you and you will be bound by the same. If you do not accept such variation, addition or amendment, you shall be entitled to terminate the use of the Services. TNGSB shall not be liable for any loss or inconvenience to you resulting therefrom.
2. These terms and conditions shall be read in addition to the terms and conditions of the Touch 'n Go ('Principal Terms & Conditions'). These terms and conditions shall be supplemental to Touch 'n Go "Principal Terms & Conditions."



The Maxis logo is centered on a black background. It features a stylized globe icon composed of several curved, overlapping lines above the word "maxis" in a bold, lowercase, sans-serif font. A registered trademark symbol (®) is located at the end of the word.

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